Deeper Insights with 2Ring Historical Reporting for Webex Contact Center

CISCO Live!

Add-On to 2Ring Dashboards & Wallboards

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Deliver Eye-Catching & Flexible Layouts ..
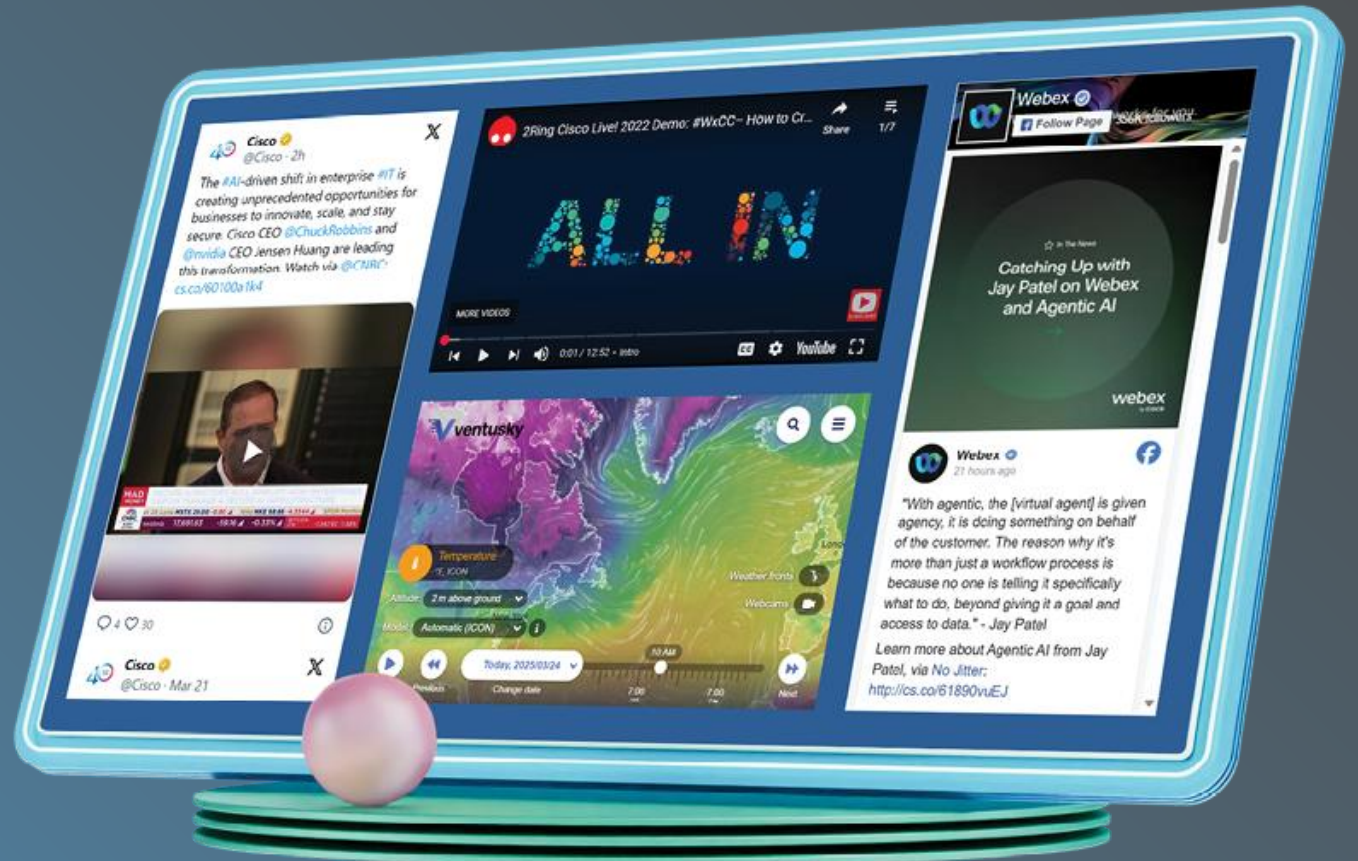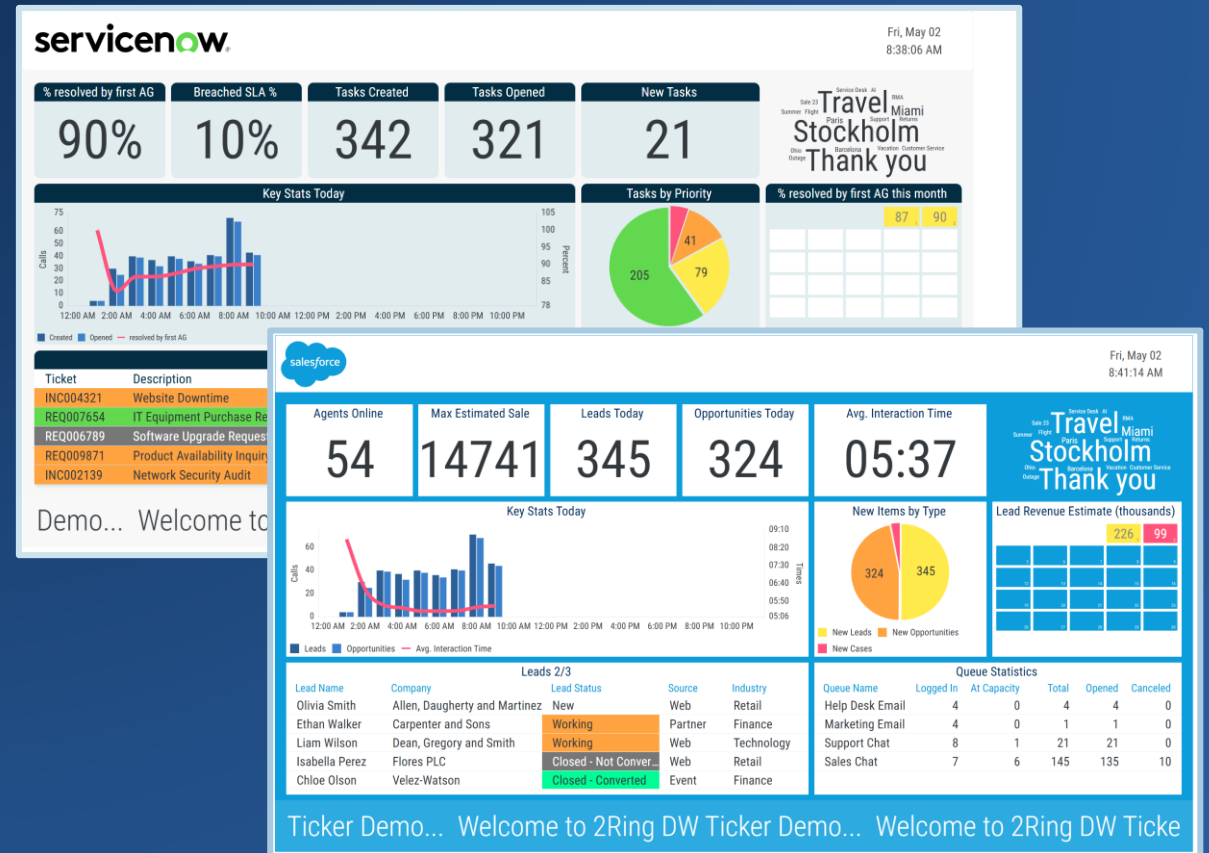
Integration and Data Handling ..

Real-Time Reporting and Customization ..

- Current time & date

- Images

- Marquees & Tickers

- PPT / PDFs

- Social media feeds

- YouTube videos

- Weather

- Web pages - anonymous

Salesforce & ServiceNow Integration
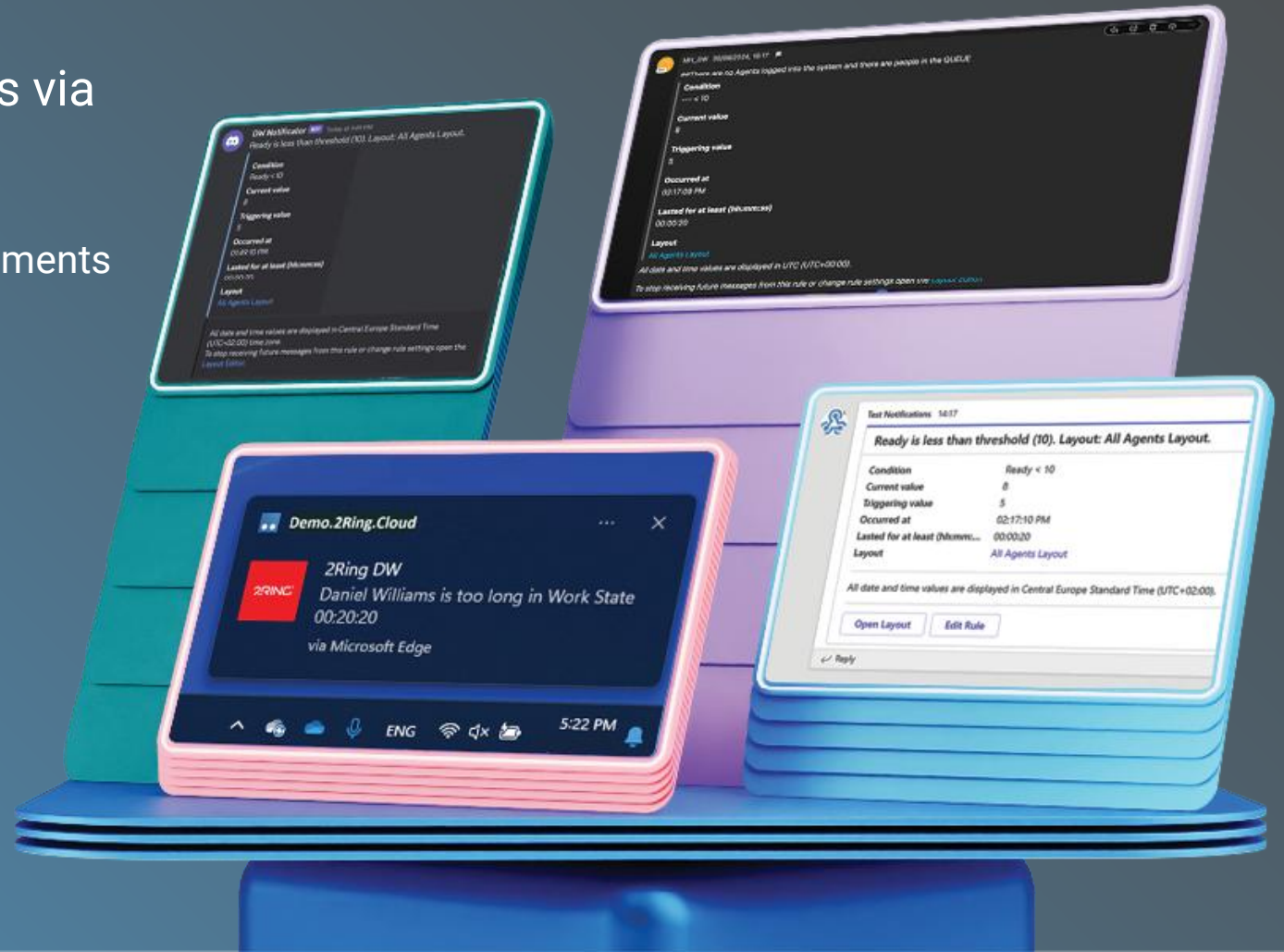
- Salesforce & ServiceNow Integration
  - Complete KPI List

- Alerts & Notifications
  - Audible Alerts
  - Visual Alerts
  - IM Alerts
  - Email Alerts

- Display along Cisco Data
  - Sequencing
  - Within Same Layouts

Real-Time Thresholds & Alerts ..

- Define your thresholds

- Display alerts on layouts via
  - changing colors
  - blinking
  - audible alerts / announcements
  - messages sent to tickers/marquees

- Deliver alerts
  - as toast alerts
  - via email
  - to IM Clients (**Webex**, **MS Teams**, **Discord**, **Slack**, **WhatsApp**)
  - via SMS/texting
  - to Webex Connect

2Ring Layouts & Webex CC Desktops

- **Embedded into Webex CC Clients**
  - Agent Desktop
  - Supervisor Desktop

- **MS Edge Split Screen**

- **2Ring Power Tool**

Gamification - Leaderboards

- Engage you agents to perform better by providing gamification targets and real-time score evaluation

- Use dynamic layouts to position best performers on top of the podium

- Combine data with visual elements to deliver any artistic outcome

- Agent and Queue Specific Targets on the fly

Customer Challenges

- Too much time on reporting, not enough time helping customers
- Can't run the report they need / Siloed Data / Hard to access data
- Need data from other business Apps like Salesforce or ServiceNow
- Missing SLA and incurring penalties or fines
- Limited visibility on overall customer service level & performance
- Unclear on how to improve customer service

Introducing .. 2Ring Fabby

- A brand-new Historical Reporting Add-On to 2Ring Dashboards & Wallboards in 2Ring Cloud

- Built on Microsoft Fabric

- Comes with a set of prebuilt reports to clone and modify

- Comes with the same exceptional 2Ring support that end-users can count on

Microsoft Fabric® and Microsoft Power BI® are registered trademarks of Microsoft Corporation.
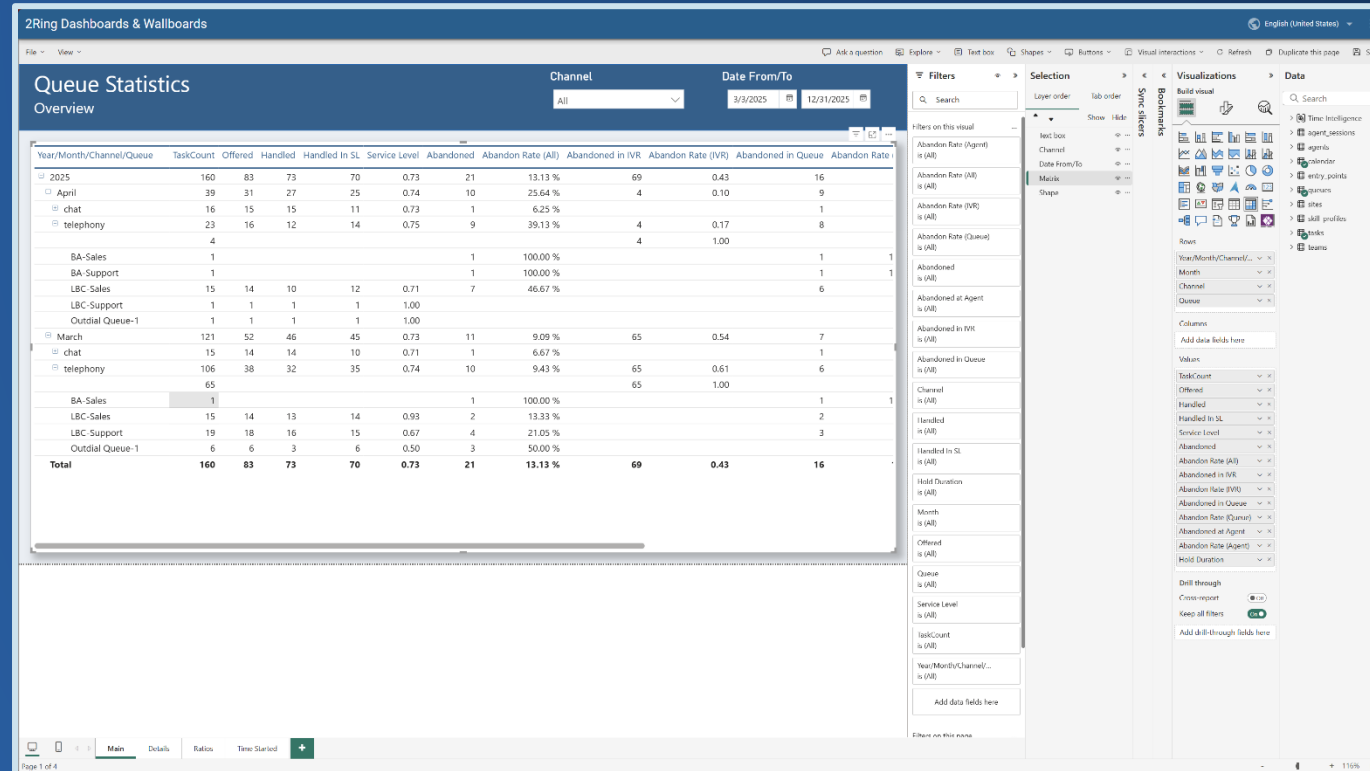
Interactive Historical Reports .. Power BI Feature Set

- Drill Down Details

- Drill Through

- Dynamic filtering

- Y/Y or M/M comparisons

- Time Analysis

- Cross Filtering

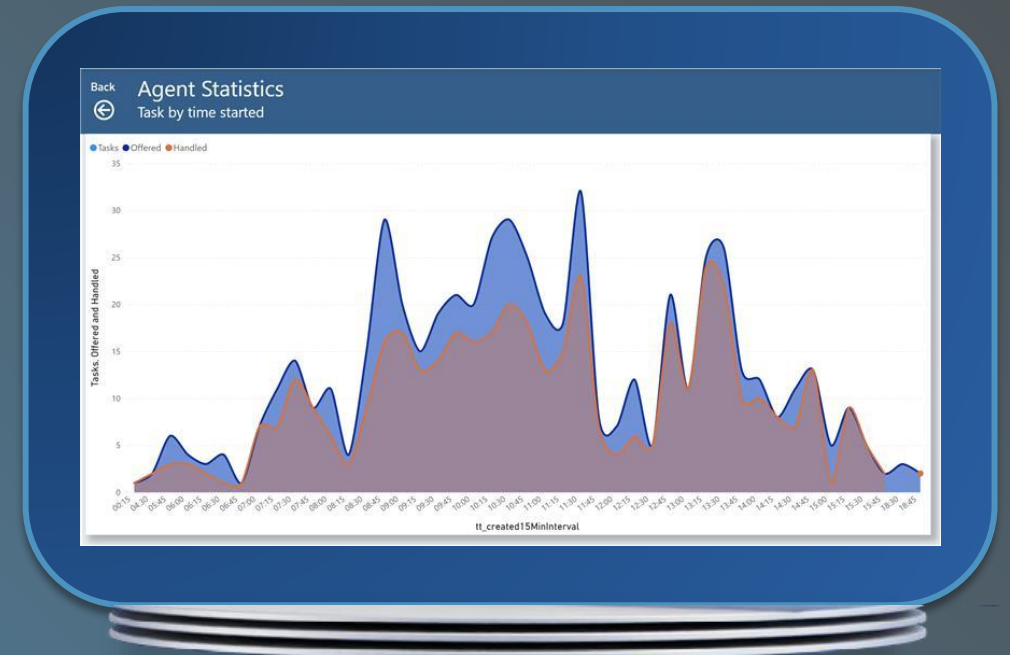# *Editing Mode .. Familiar Power BI Interface*

Removing Complexities and Management Overhead

- ETL Pipeline Managed by 2Ring
  - Ensuring Webex CC API updates are addressed promptly

- Data Storage Provided by 2Ring

- Familiar Access
  - existing 2Ring Cloud user accounts
  - integrates with Entra ID and OKTA

Focused on Business Users

- Business Centric Reports
  - Abandon Analysis
  - First Call Resolution

- Empowered Business Users
  - Modify any of the prebuilt reports
  - Create custom clones

- 2Ring Provides Live Assistance to Users as and if needed

- Creation of completely new and custom reports available as a service

Sign Up for a Free Preview .. Exclusive Access

Scan the QR code below or visit
2Ring.com/FabbyPreview to sign up ..

- A Free Preview Access is <u>initially limited to</u>
  - Webex Contact Center Data
  - US Data Region
  - Existing Customers in 2Ring Cloud
    If you are not in 2Ring Cloud, you can still sign up to get your place in queue.

- Sign Up Today to reserve your place in queue!
  - In the coming weeks, we will review your application and reach out to discuss your expectations and our onboarding process

Visit Our Booth (2215-P) in the Collaboration Village

- **Talk to us about 2Ring Fabby**

  - **Sign Up for the Preview at 2Ring.com/FabbyPreview**

- **Sign up for a free trial (PoC)** of our Dashboards & Wallboards

  - **Register for a Free Trial of our Dashboards & Wallboards at 2Ring.com/DWWebexCCTrial**

- **Grab yourself an awesome 2Ring t-shirt**!

  - **Stop by our booth in-person to get a t-shirt** ☺

- If you wear a 2Ring gear during Cisco Live! and you're spotted by us, **you could win one of many $22 gift cards*!**

Terms and Conditions Apply. Visit 2Ring.com/CiscoLive2025 for more details.

Contact Us ..

2Ring .. *Questions*

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2Ring .. *Links to Remember*

DW Product Site	2Ring.com/WebexCC ..
Request Instant Access to DW (Cloud)	2Ring.com/DWWebexCCTrial ..
Request a Live Demo	2Ring.com/WebEx ..
View a Sample Wallboard Layout	2Ring.com/TryItWebexCC ..

Thank you!

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